

PO2 SPIN-OFF : INTERNET GOLIVE & Hypercare

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COMMON / SHARED



PRE READ

- At Spin-off, 9th Dec 2024, the current [solvay.com](https://www.solvay.com) will split into ECO and SCO Internet
- There will be brand new design / user interface (UI) change on ECO & SCO Internet
- New URL for ECO & SCO Internet.
- New back-end URL for ECO & SCO Drupal for contents contribution.

Clone and delete. This means:

- One front end Internet website for ECO
- One front end Internet website for SCO
- One back end for ECO (for contents contribution)
- One back end for SCO (for contents contribution)

Before logging an INCIDENT:

- YOU have been identified as a content owner to one of the Internet site
 - If you are a **CONTENT CONTRIBUTOR** and has an access issue into the back end content management system, please raise a Service ONE INCIDENT ticket (see below).

Logging an INCIDENT: follow the procedure for faster resolution.

Before logging an INCIDENT:

- YOU have been identified as a content owner to one of the Intranet's spaces (GBU or Functions)
- YOU have updated all the necessary media in Keepeek but the assets do not appear when uploading via Drupal interface, then please raise a Service ONE INCIDENT ticket (see below).
- If you have an issue with Keepeek app itself, please raise a Service ONE INCIDENT by selecting the application " Keepeek"

Logging an INCIDENT: follow the [procedure](#) for faster resolution.

There is known constraints on the bandwidth limit of CDN for video usage for Internet site

- Specially for large video used in our Internet websites, with high volume of visit may consume huge amount of CDN bandwidth
- Maintenance team will keep monitoring the CDN bandwidth usage during new site launch and notify business owner of potential over usage of bandwidth caused by keepeek video
- Support team will follow the following [procedure](#) to fallback the keepeek video URL to reduce the bandwidth usage

RELATED TO ECO INTRANET

<https://www.solvay.com>

RELATED TO SCO INTRANET

<https://www.syensqo.com>